



States of
Guernsey

For office use only	
Date received	
Date acknowledged	
Passed to	
Further Action	

COMPLAINTS FORM	
Please use this form for registering a formal complaint with the States Early Years Team	
SECTION 1	
Complainant's details	
Name:	
Address:	
	Post Code:
Contact Tel No:	Email:
SECTION 2	
<i>If the complaint is about a particular school or service then please fill in the following – if not then please move to section 3.</i>	
Name of child:	
Date of Birth:	
Preschool/Day Nursery/Childminder/Crèche/After School Club:	
SECTION 3	
<i>Please provide the details of your complaint. Please try to give only facts, including what happened (or failed to happen), when it happened and who was involved. (Please provide additional sheets if necessary)</i>	
Signed:	Date:

When you have completed this form please print it, sign it and return it to; Early Years Lead Officer, States Early Years Team, Le Rondin School & Centre, Rue des Landes, Forest, Guernsey, GY8 0DP

States Early Years Team – Complaints Procedure

If you feel you have any reason to complain, we would ask you to follow the following procedure to ensure your grievance is dealt with in the most appropriate way.

In the first instance you should contact your child's Preschool, Day Nursery, Crèche, Childminder or After School Club directly to explain the reasons leading to your concerns.

In the majority of cases the Manager will deal with any problems quickly and efficiently.

If, however, you wish to take your complaint further you need to put your concerns in writing to us. If the matter is urgent, please telephone the Lead Education Officer – Early Years (01481 238313 or 01481 773164) but you must ensure that this is followed up as soon as possible with the complaint in writing.

By doing this you will ensure your complaint is dealt with in the most appropriate way by an experienced member of staff.

You will be notified in writing of receipt of your complaint within a few days.

A member of the States Early Years Team will be designated to deal with your complaint and will check that the Manager of your child's Preschool, Day Nursery, Crèche, Childminder or After School Club has already been asked to try to resolve the situation.

They will follow through the complaint to its conclusion and will keep you informed of the outcome.